Information Management Center Services (IMCS IV)

Contract Level Performance Work Statement

September 13, 2016

*Pages 21-23 and 38 have been revised as seen in red.

Table of Contents

1. BACKGROUND

The mission of the Environmental Protection Agency (EPA) is to protect human health and the environment. The Office of Environmental Information (OEI) is the Agency component responsible for leading EPA's information management and information technology (IM/IT) programs to provide the information, technology, and services necessary to advance the protection of human health and the environment. EPA considers people, technology, security, and quality to be the Agency's foundational information management elements. OEI's primary goals are to: 1) deliver customer-focused services and solutions; 2) find, understand, and use information for environmental protection; and 3) collect, acquire, exchange and manage information.

This service contract covers four service areas:

1) EPA Docket Center
2) EPA National Library Network and its libraries
3) Records Management
4) Freedom of Information Act (FOIA).

Please refer to Section 12, Government Acronyms, for a list of acronyms used throughout this PWS.

1.1 The EPA Docket Center

The Office of Environmental Information (OEI) manages the EPA Docket Center (DC) in order to provide support for all EPA headquarters-based program offices as they engage in docketing activity.

Dockets act as organizational devices used to support and officially document an agency's rulemaking or other related activities. Those activities typically follow a three-step sequence in which the government first issues a draft of its proposed action, then receives public feedback on its proposal, and finally publishes a finished product. Dockets contain the *Federal Register* notices, supporting documentation, and public comments associated with each of those processes. Agencies are required to use dockets in the development of regulatory actions. Most agencies, including EPA, also use them in other instances where there is a need to officially distribute, and/or solicit public input on, information about their activities.

The EPA Docket Center's primary responsibilities are to assists rule writers and other docket owners in the program offices to create and populate dockets in the Federal Docket Management System (FDMS) and then post them to Regulations.gov (a cross-government public portal for docketing). At different stages in this process, Docket Center staff engage in activities such as customer service, training, sorting, digitization, metadata indexing, quality assurance (QA), and records management.

1.2 The EPA National Library Network

In 1971, EPA Order No. 1300.1, entitled "Library Services Setting up the Network," was issued to initiate the development of an Agency-wide library system with a coordinated approach to library systems planning and operations. EPA's National Library Network (Library Network or Network) is a collaborative organization designed to support staff in the program and regional offices and provide them with access to environmental information and related scientific, technical, management and policy information. The Network also provides information services to members of the public by responding to requests for information and freely sharing the libraries' collections.

The EPA National Library Network is composed of libraries and document repositories located in EPA's Headquarters, regions, field offices, research centers and specialized laboratories. The combined Library Network collections contain a range of general information on environmental protection and management, basic and applied sciences and extensive coverage of the statutory mandates that EPA is required to meet. Several Network libraries maintain specialized collections to support specific regional or program office needs. While the libraries differ in function, scope of collections, extent of services and level of public access, the Library Network provides a common framework and enables the libraries to collaborate on the delivery of services to EPA staff and the public.

The Regional Libraries, the Laboratory and Specialty Libraries and the Lead Service Center Libraries are physical libraries with customized collections and varying levels of onsite services for EPA staff and the public, coordinated by the Library Network. A directory of Network libraries can be found at http://www.epa.gov/libraries/libraries.

Regional Libraries meet local and regional needs related to scientific research, environmental regulation and outreach. They are often the first point of contact for public inquiries. Laboratory Libraries primarily serve EPA's scientific research community, and Specialty Libraries are distinguished by special focus areas and subject-specific collections.

Lead Service Center Libraries have the capacity to offer reference/research services and/or administrative/technical functions to other Network libraries. Current Lead Service Center Libraries include Research Triangle Park, North Carolina (Interlibrary loan (ILL), reference support and journals management); Andrew W. Breidenbach Environmental Research Center (AWBERC) in Cincinnati, Ohio (cataloging, ILL and reference support); Region 3, Philadelphia, Pennsylvania (business reference and research support); and Headquarters (Dark Archive).

A robust collection of shared resources supports the Network libraries, including Virtual Library Tools and Resources and Repository Library Collections. Virtual Library Tools and Resources include digital EPA publications and an online catalog available to all users. The Network supports desktop access to electronic subscriptions, a live chat reference service and a webinar-based training program for EPA employees.

The following are examples of shared resources under the Libraries service area:

- EPA Desktop Library: The Desktop Library is EPA's gateway to both fee-based subscription and free online information resources for Agency staff. The Network continues to add new access to journals, electronic books and databases to support Agency needs.
- EPA National Library Catalog: The EPA National Library Catalog, a module of the Online Library System (OLS), is the joint online catalog of holdings in all EPA libraries. It is the most comprehensive listing of EPA publications.
- Digital Repository of EPA Publications: EPA provides online access to Agency publications through the National Service Center for Environmental Publications (NSCEP), an online gateway to free electronic copies of EPA publications. Over the last decade, the Library Network has worked with NSCEP to digitize EPA's print publications.
- Public Access and "Ask a Librarian" Communication Tools: The Public Access and "Ask a Librarian" ticket- and live chat-based communication tools and their FAQ Knowledgebase counterparts provide EPA patrons and the public with information about EPA Library resources and EPA topics and content.

Repository Library Collections provide access to EPA documents for Network libraries, EPA employees and the public. Repository Libraries retain and manage the collections, which enables other Network libraries to address space and funding challenges by transferring library materials that are still of value, but not often used by local patrons. The Repository Libraries are located in Washington, DC; Research Triangle Park, NC; and Cincinnati, OH.

To maintain sustainable and robust library services, the EPA National Library Network is governed by the EPA National Library Network Policy (CIO 2170.2) and a set of procedures and standards (https://www.epa.gov/libraries/epa-national-library-network-policy-and-procedures). The policy, procedures and standards represent baseline requirements for services at all EPA libraries.

1.3 Records Management

Records Management has been a requirement for federal agencies since the 1950 issuance of the Federal Records Act. Records Management is the planning, controlling, directing, organizing, training, promoting and other managerial activities involving the life cycle of information, including creation, maintenance (use, storage, retrieval) and disposal of EPA records, regardless of media. All federal employees and Contractors at EPA create and use federal government records. They may be in many formats: paper, electronic, audio-visual, maps, pictures/images, text messages, social media, etc. Records document the organization, functions, policies, decisions, procedures, operations and other activities of the Agency. The Records Management Policy (CIO 2155.3) and EPA Records Retention Schedules govern the creation, use, maintenance and destruction of all federal records. It is each and every employee's responsibility to protect federal

records in their custody, and abide by legal requirements for destroying records only with the proper authority. Following good records management practices can help the Agency save time, space, and money by improving access to information.

Contract support is essential for EPA to meet its needs in managing its records. Contract assistance is regularly required to operate Records Centers which manage an organizations' records, to assist in the provision of proper records schedules and file plans, move the Agency toward an electronic approach to records, assist in communications, including development and distribution of materials, tools and guidance to assist in recordkeeping, and assessing the efficacy of support efforts.

1.4 Freedom of Information Act (FOIA)

EPA's FOIA program is highly decentralized across the National FOIA Office, Headquarters program offices, and 10 regions. Located in the Office of Environmental Information (OEI), the National FOIA Office oversees and coordinates EPA's FOIA program. The National FOIA Office maintains the official FOIA files for Headquarters, manages EPA's FOIA tracking and management system, provides FOIA training, prepares Annual FOIA Reports for the U.S. Department of Justice (DOJ), issues determinations on fee waiver and expedited processing requests, and develops FOIA procedures, policies, and guidance. The public may submit a FOIA request with the National FOIA Office, or with any of EPA's Headquarters program offices or regions. FOIA Coordinators and FOIA Officers route FOIA requests to subject matter specialists who communicate with the requester and locate relevant records. The Office of General Counsel (OGC) provides legal advice on FOIA matters, issues final decisions on FOIA appeals and confidentiality determinations, and serves as co-counsel with DOJ in FOIA litigation.

FOIA regulations typically require that a 20-day turnaround time is met, and program requests are filled within one week. Services include records retrieval, technical processing of requests in the FOIA Online system, and other FOIA-specific tasks geared to facilitation of processing that would not require decision-making with regard to any approach to agency responses.

2. AUTHORITIES

Legal Authority:
- 36 CFR Chapter XII, Subchapter B - Records Management
- 40 CFR 2, Public Information
- 40 CFR 1400, Distribution of Off-Site Consequence Analysis Information
- 2 U.S.C. Section 11001 Emergency Planning and Community Right-to-Know Act (EPCRA)
- 5 U.S.C. 552 Freedom of Information Act as amended
- 5 U.S.C. 553 Rule Making
- 5 U.S.C. Chapter 5 Administrative Procedures Act
- 7 U.S.C. Section 136 Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA)
- 15 U.S.C. Section 2601 Toxic Substances Control Act (TSCA)
- 16 U.S.C. Section 1531 Endangered Species Act

- 16 U.S.C. Section 528 Renewable Surface Resources
- 18 U.S.C. Chapter 101, Records and Reports Paperwork Reduction Act of 1995
- 30 U.S.C. Section 1231 Surface Mining Control Act
- 33 U.S.C. Section 1251 Water Pollution Prevention and Control
- 33 U.S.C. Section 1401 Marine Protection Act of 1972
- 42 U.S.C. Chapter 82 Resource Conservation and Recovery Act 1976
- 42 U.S.C. Chapter 103 Comprehensive Environmental Response, Compensation, and Liability Act, Sections 105(a)(4), 1b
- 42 U.S.C. Section 2701 Oil Pollution Act of 1990
- 42 U.S.C. Section 300 Public Health Service Act
- 42 U.S.C. Section 4321 National Environmental Policy Act
- 42 U.S.C. Section 6901 Solid Waste Disposal Act
- 42 U.S.C. Section 7401 Clean Air Act
- 42 U.S.C. Section 9601 CERCLA (Superfund)
- 44 U.S.C. Chapter 31 – Records Management by Federal Agencies (Federal Records Act)
- 44 U.S.C. Chapter 33, Disposal of Records
- Clean Water Act, Section 104
- Comprehensive Environmental Response, Compensation, and Liability Act, Executive Order 12291 – Federal Regulation
- Executive Order 12580 – Superfund Implementation
- Paperwork Reduction Act of 1980 (P.L. 96-511)
- Paperwork Reduction Act of 1995
- Section 206(d) of the E-Government Act of 2002 (P.L. 107-347, 44 U.S.C. Chapter 36)
- Section 508 of the Rehabilitation Act (20 U.S.C. § 794d)
- Small Business Liability Relief and Brownfields Revitalization Act (P.L. 107-118)

Regulatory Authority:
- OMB Circular A-130, Management of Federal Information Resources
- Clean Air Act Section 307 General Provisions Relating to Administrative Proceedings and Judicial Review
- Clean Water Act Section 101(e)
- 40 CFR Part 300 National Contingency Plan

EPA Documents:
- EPA Communications Stylebook: Writing Guide (https://www.epa.gov/stylebook/epa-communications-stylebook-writing-guide)
- EPA Information Directives (https://www.epa.gov/irmpoli8/current-information-directives)
    a. EPA Records Management Policy (CIO 2155.3), Procedures and Standards
    b. EPA Enterprise Information Management Policy (EIMP) and Minimum Metadata Standards (CIO 2135.0)
    c. EPA Essential (Vital) Records Procedures (CIO 2155-P-01.1)
    d. EPA Information Security Policy (CIO 2150.3) Procedures and Standards
    e. EPA Privacy Policy (CIO 2151.1)
    f. EPA Freedom of Information Act (FOIA) Policy (CIO 2157.1)

      g. Web Governance and Management Policy (CIO 2180.1)
      h. Digitization (Scanning) Procedures (CIO 2155-P-05.0)
      i. Document Digitization (Scanning) Standards (CIO 2155-S-01.0)

- EPA National Library Network Policy (CIO 2170.3), Procedures and Standards – (https://www.epa.gov/libraries/epa-national-library-network-policy-and-procedures)
- EPA Records Retention Schedules, (https://www.epa.gov/sites/production/files/2015-09/documents/epa-records-schedules.pdf)
- EPA Rules and Restrictions on Docket Comments (https://www.epa.gov/dockets/commenting-epa-dockets#rules)
- EPA Vendor Communication Plan – Revised March 20112 (EPA Order 900.1A) (https://www.epa.gov/contracts/epa-vendor-communication-plan)
- EPA Web Guide (https://www.epa.gov/webguide)
- EPA Web Guide: Policies and Procedures (https://www.epa.gov/web-policies-and-procedures)
- EPA Web Style Guide (https://www.epa.gov/webguide/web-style-guide)
- EPA Web Standards (https://www.epa.gov/web-policies-and-procedures/epa-web-standards)
- Procedures for Electronic Management of Rulemaking and Other Docketed Records in the Federal Docket Management System (https://www.epa.gov/irmpoli8/procedures-electronic-management-rulemaking-and-other-docketed-records-federal-docket)

Intranet documents to be provided:
- Clearance Procedure for Employees Separating or Transferring from EPA (3110.5A) (http://intranet.epa.gov/ohr/rmpolicy/ads/orders/3110-5a.pdf)
- Using the Federal Records Center, A Guide for Headquarters Staff http://intranet.epa.gov/records/rlos/files/frcGuidancehq.docx
- Using ARCIS to Manage FRC Transfers and Reference Requests for EPA Regional Staff http://intranet.epa.gov/records/rlos/files/ARCISWebinarRegions.pptx
- Using ARCIS to Manage FRC Reference Requests and Retirements for EPA Headquarters Staff http://intranet.epa.gov/records/rlos/files/ARCISWebinarHQ.pptx
- Guide for Regional ARCIS Administrators http://intranet.epa.gov/records/rlos/files/ARCIS-user_admin-guide.docx
- A Short Guide to ARCIS For EPA Headquarters Staff http://intranet.epa.gov/records/rlos/files/Shortguide-ARCISHQ.docx
- EPA Records Management Manual, (http://intranet.epa.gov/records/tools/files/rm-manual.pdf)
- Docket Center Document Management SOP
- Docket Center Equivio User Guides
- Docket Center IRIS Hotline (IH) Manual
- Docket Center IRIS SOP
- Docket Center Metadata Guidelines
- Docket Center OCA SOP
- Docket Center OPP SOP
- Docket Center Records Management SOP

- Docket Center Scanning Guide
- FDMS Docket Manager Guide

3. Purpose

The purpose of this Performance Work Statement is to acquire appropriate contract support for four areas of EPA's mission critical services: Docket Center, Libraries and Library Network, Records Management, and FOIA. The smooth and continual operation of services in these areas is important in allowing EPA staff and outside stakeholders to benefit from these efforts which include:

- Program Management
- Management and Administration
- Web Development and Maintenance
- Presentations and Trainings
- Customer Service
- Information Technology Systems
- Collection Management and Modernization
- Records Management
- Docket Workflow
- Library Services for the Office of General Counsel Law Library
- Library Services for the Fort Meade Library
- Freedom of Information Act (FOIA) Support Services
- Security
- Transition

4. SCOPE

The scope of this contract is to provide support for Records Management, Libraries and Library Network, Docket Center, and FOIA programs at EPA Headquarters and across the Agency's ten regions as described in the IMCS IV PWS and the subsequent Task Orders (TOs) to be awarded.

EPA's ten regions are:
- Region 1: Boston, MA
- Region 2: New York, NY
- Region 3: Philadelphia, PA
- Region 4: Atlanta, GA
- Region 5: Chicago, IL
- Region 6: Dallas, TX
- Region 7, Lenexa, KS
- Region 8, Denver, CO
- Region 9, San Francisco, CA

- Region 10, Seattle, WA

EPA Laboratories, Centers and Offices are located in:
- Ada, OK
- Ann Arbor, MI
- Arlington, VA
- Athens, GA
- Cincinnati, OH
- Corvallis, OR
- Crystal City, VA
- Duluth, MN
- Durham, NC
- Ft. Meade, MD
- Golden, CO
- Gulf Breeze, FL
- Helena, MT
- Lakewood, CO
- Las Vegas, NV
- Montgomery, AL
- Washington, DC

5. SPECIFIC TASKS

The Contractor will work with EPA on planning and executing the following services as identified in the IMCS IV PWS, Contract, and Task Orders.

TASK 1: Program Management

The Contractor shall provide program management support, including, but not limited to, the following:

Subtask 1.1 Work Plan

The Contractor shall create and submit a Work Plan (WP) within 15 business days after award of aTask Orders (TOs). The WP shall meet Agency requirements as described in the respective TOs for accuracy, completeness, and ease of use and shall include the Contractor's proposed plans for overall organization and management of tasks as well as staffing plans, schedules, and cost estimate for each task and subtask.

Subtask 1.2 Annual Business Improvement Recommendation Proposal

An Annual Business Improvement Proposal shall be produced at least 10 business days before the end of each contract year. The document shall include the Contractors

cumulative list of ideas or recommendations for improving TO business practices, procedures, policies, or technology. Subjects to be addressed may include, but are not limited to: the streamlining or automating work flows, improvements in the methods used to track performance, and continued progress toward electronic information storage and access. This plan shall meet requirements specified within the individual Task Order (TO) Performance Work Statements (PWS).

Subtask 1.3 Events and Meetings

The Contractor is responsible for attending regularly scheduled meetings as described in the TO PWSs and other professional conferences, ad-hoc meeting or events as directed by the TOCOR/ATOCOR. The contractor may be required to record and distribute meeting notes.

Subtask 1.4 Reporting

The Contractor shall provide program management support, including (but not limited to) the following:

a. Reports shall be written according to the respective TO guidelines or as directed by the TOCOR/ATOCOR.
b. A comprehensive and standardized monthly report shall be created in coordination with the TOCOR/ATOCOR and shall include, at a minimum: a list and brief description of deliverables completed and services, rendered; an account of travel conducted; direct costs, hours and dollars expended; and the balance of hours and dollars remaining under TO ceilings for the current contract year.
c. The annual summary report shall include the following: all products and services completed and delivered under the appropriate TO, date of completion/delivery for all products, dollars and hours spent on each product/service, as stipulated under each individual TO.
d. Statistical and narrative reports on usage of library services shall be submitted to the TOCOR/ATOCOR upon request, as specified in the Library Network Procedures and respective TO PWSs.
e. Track and provide updates on progress on stipulated tasks as identified by the TOCOR/ATOCOR.

Subtask 1.5: Library Network Coordination

The Contractor shall provide coordination for Library Network and Records Management projects, facilitate communications, and disseminate information to the libraries and records information centers, including Headquarters, Regional and Laboratory contacts. The Contractor participates actively in information center networks through teleconferences, workgroups, webinars, Listservs, and contributes when appropriate to Network activities and projects.

1.5.1: Lead Service Center Libraries

In locations designated as a Lead Service Center Library, the Contractor shall assist other Network libraries with a range of library services, including Reference/Research Support, Interlibrary Loan/Document Delivery, Collection Management, and Cataloging.

Subtask 1.6 Library Network Coordination Team

The Contractor shall provide support to the Library Network's National Program Manager for the coordination and management of the EPA National Library Network.

a. Announce, facilitate, and take notes for the monthly Library Network teleconference and have them approved and posted to the Intranet site.

b. Support Library Network communications using multiple methods, including managing the epalibnet email list, performing regular updates to the Network's Internet and Intranet websites to ensure currency, managing the Network's SharePoint site, and communicating with the Network via email.

c. Provide assistance to Network libraries and their staff on the use of Network tools and resources, including but not limited to the Desktop Library, Intranet and Internet sites, and the SharePoint site.

d. Lead the Library Network's National Training Program by preparing and coordinating webinar schedules, preparing marketing materials, handling registration of participants using EPA-provided tools, facilitating sessions for presenters, gathering follow-up survey responses from participants, and maintaining statistics on all sessions. May also require development of presentations.

e. Manage the collection and reporting of library usage data by monitoring monthly statistics submissions by individual libraries, maintaining the usage statistics collection tool (currently a SurveyMonkey form), and compiling Network usage data on an annual basis at the end of the fiscal year. Collect and report annual summary data and compile Network library accomplishments from Network libraries. Prepare additional smaller data reports as needed throughout the year as requested by the TOCOR/ATOCOR.

f. Manage the collection and reporting of customer feedback from patrons as submitted via the Network's Customer Service Feedback Form. Prepare quarterly reports for individual libraries and submit to the Library Federal Manager and the Library Network National Program Manager. Prepare an end-of-year compilation of customer service feedback and highlights and submit to Library Network National Program Manager. Interim updates may be requested on individually agreed upon schedules.

g. Compile Network-wide journal usage statistics as submitted by the libraries and submit to Library Network National Program Manager each year by August 31.

h. Prepare the National Library Network Annual Report and submit to the National Program Manager for review and approval within a mutually agreed time schedule with TOCOR/ATOCOR. Post Annual Report on Library Network Intranet site and announce to Network.

i. Participate as part of a team to develop the Library Network's Strategic Plan which is done on a three-year cycle. The current Plan covers fiscal years 2015-2017. Use the Strategic Plan as a tool for developing strategies for implementation of the action items.

j. Lead the review and revision of Library Network Policy, Procedures, and Standards based on EPA's review schedule of every three years or as needed due to changes in services. Recommend and develop new procedures/standards as needed or requested by the TOCOR/ATOCOR.

k. Coordinate and lead workgroup activities as needed or as requested by the TOCOR/ATOCOR.

l. In coordination with the Library Network National Program Manager, plan and execute the Library Network's annual face-to-face meeting by preparing the agenda, scheduling presenters, planning and overseeing logistics at the local venue, presenting sessions, conducting follow-up, and preparing meeting summaries and posting them to the Library Network Intranet site.

m. Participate in Network outreach with library professional associations by planning for and staffing exhibit booth at conferences as directed by the TOCOR/ATOCOR.

TASK 2: Management and Administration

Subtask 2.1: Annually Revise and Review Standard Operating Procedures (SOPs), Manuals and Guides

On an annual basis, or as directed by the TOCOR/ATOCOR, the Contractor shall revise and review the Standard Operating Procedures (SOPs), manuals, and guides. The Contractor shall notify the TOCOR/ATOCOR anytime TO guidance materials require revision as a result of changes to policy or business procedures. All such materials should meet EPA standards for writing and publication design.

Subtask 2.2: Clearance of Separating Contractors

Departing contractors must account for all government property and records in their possession or custody, and must complete form 3110-1, Personnel Separation or Transfer Checklist, per agency policy 3110.5a.

TASK 3: Web Development and Maintenance

The Contractor shall provide Web Development and Maintenance Support including but not limited to the following:

Subtask 3.1: Develop and Maintain Internet and Intranet Websites

The TO specific Internet/Intranet websites shall be developed, updated, and maintained as specified by the TO, following Agency procedure as outlined in EPA Web Policies and Procedures

Subtask 3.2: Web Content Metadata

The Contractor shall maintain metadata records for Web resources in the Agency's Web Content Management System (WebCMS) for priority content.

Subtask 3.3: Controlled Vocabulary

The Contractor shall maintain the taxonomy that supports metadata creation for both Internet and Intranet, including developing additional terminology for TOCOR/ATOCOR approval when new topics are required by activities related to content reorganization, the One EPA Web, Information Architecture, Subject Matter Experts' Workgroup, EPA Portal, or Web Content Management System.

Subtask 3.4: Website Technical Support

The Contractor shall participate in technical support on the Subject Matter Experts workgroup, review all suggested additions and changes to the taxonomy and submit recommendations to the EPA Taxonomy lead and TOCOR/ATOCOR, as appropriate.

Subtask 3.5: Taxonomy Training

The Contractor shall train EPA staff on the use and implementation of the taxonomy as well as any middleware tools to manage and apply the taxonomy, as appropriate.

Subtask 3.6: Web Content Management System (WebCMS) Testing

The Contractor shall assist EPA in ongoing testing and review of WebCMS functionality, operability, and usability, as directed by the TOCOR/ATOCOR. The Contractor shall be called upon to periodically review WebCMS materials and test usability before documenting and/or briefing EPA personnel in their findings.

TASK 4: Presentations and Trainings

All presentations, briefings, training sessions, demonstrations, and educational programs regarding information products, services and databases shall be organized, set-up, and conducted per Agency guidelines. All corresponding materials shall be created and facilitated in accordance with the EPA Communications Stylebook and Agency regulations and policies governing media, or as directed and approved by the TOCOR/ATOCOR.

Subtask 4.1 Presentations, Outreach and Promotions

The Contractor shall develop briefings, outreach sessions, and educational programs to instruct customers in the use and availability of information products and library services. The Contractor shall participate in, set-up, and conduct demonstrations of EPA's information products, services, and databases for a broad array of customers. Demonstrations may be held at professional conferences, via webinar, or at local sites. Any materials prepared must be in accordance with EPA's regulations and policies governing that particular medium and format.

Subtask 4.2: Training

The Contractor shall develop and offer training as outlined in each TO PWS or as directed by the TOCOR/ATOCOR. The Contractor shall work with EPA staff to reserve EPA training areas or equipment as necessary. The Contractor shall provide relevant training materials for participants.

Examples of current and past training topics include:
- Introduction to Library Services
- Using the EPA Desktop Library
- Conducting Business Research
- Searching PubMed
- Copyright 101
- How to Find EPA Documents
- Electronic CFRs
- Locating EPA Test Methods
- Archives and Records Centers Information System (ARCIS)
- Electronic Records Archives (ERA)
- Records Management training for EPA Senior Officials
- Records Management training for Records Liaison Officers (RLOs) and Records Contacts
- What is a Record?
- Records Management briefing for New Employees
- FDMS for EPA Staff

TASK 5: Customer Service

The Contractor shall resolve routine client requests or issues within one business day unless otherwise directed by the TO PWS or the TOCOR/ATOCOR. The Contractor shall immediately report the issue to the TOCOR/ATOCOR if it requires interpretation of EPA policy. The Contractor shall treat customers in a professional and courteous manner as their requests are facilitated according to TO-defined protocol.

Subtask 5.1: Onsite Operations

All on-site locations shall remain neat and orderly and shall be maintained in accordance with TO specified requirements. All equipment shall be accessible and stand ready for use in accordance with Agency safety standards.

Subtask 5.2: Information Requests

All routine client requests or issues shall be reviewed and resolved promptly and in accordance with Agency and program-specific policies, procedures and guidelines as well as individual TO requirements.

5.2.1: Hotlines, Help Desks, Call Centers and Customer Service Requests

The Contractor shall operate Agency Hotlines, Helpdesks and Call Centers according to specified hours in each TO. The Contractor shall respond to all customer service requests within the parameters set forth in each TO.

Agency Hotlines, Helpdesks and Call Centers under this contract include, but are not limited to the following:
- IRIS Hotline (Docket Center task order)
- Pollution Prevention Information Clearinghouse (PPIC) (OCSPP/OPPT task order)
- Records Help Desk (HQ Records Management task order)
- Region 1 Records Center Service Desk
- Region 3 Public Information Hotline (Region 3 Library task order)
- Region 5 Superfund Division Records Center / Circulation Desk
- Region 8 Environmental Information Service Center (EISC) (Region 8 Library task order)
- Region 9 Environmental Information Center (Region 9 EIC Library task order)

Subtask 5.3: Customer Service Request Tracking

All customer service requests shall be tracked, synthesized and made readily available for reporting requirements as specified by individual TO requirements.

Subtask 5.4: Customer Service Feedback

All customer service feedback tools shall be developed and/or distributed to appropriate internal stakeholders according to each TO.

Subtask 5.5: Interlibrary Loan and Document Delivery

The Contractor shall, upon request by customers, obtain information not available in the collection through Interlibrary Loan or document delivery services following American Library Association (ALA) guidelines and provisions of the Copyright Law. Free resources and reciprocal agreements should be the method of choice when obtaining materials on Interlibrary Loan. Document Delivery should be considered when it provides best value to the contract.

Subtask 5.6: Reference and Research Support Services

The Contractor shall provide reference assistance and research support on environmental topics and program issues. The Contractor shall not interpret Agency policy or answer questions concerning technical or policy issues. Upon collection of data, the Contractor shall synthesize the information for use by the customer. The Contractor shall answer requests for brief facts or simple data within specified policy and turn-around times and/or deadlines. The Contractor shall provide in-depth research support on environmental topics, policies and program issues in accordance with the Agency's mission and guidelines. The Contractor shall provide reference/research assistance to other libraries, organizations and information centers, both EPA and external.

Subtask 5.7: *Federal Register* Email Alert Service

On a daily basis, the Contractor shall identify and compile the "environmental subset" *Federal Register* listserv email messages to be sent it out via the Lyris "epafr-all" list address. The email messages shall contain links to the Government Printing Office (GPO) Table of Contents with tags indicating the related media/subject matter of each document (i.e., water, air, etc.). Email messages shall also contain links to regulations.gov and shall not contain the full-text notices/documents.

TASK 6: Information Technology Systems

The contractor shall serve as an administrator, intermediary, development coordinator, or primary point of contact to help ensure that EPA affiliated user groups are supported in their use of various EPA and federal information technology (IT) systems and tools. Those systems and related IT tasks shall include, but are not limited to, the following:

Subtask 6.1: Federal Docket Management System (FDMS)

FDMS is a database system used for docket materials. It serves as the back-end repository to the public facing portal for this information, Regulations.gov. Both tools have been developed, and are operated, by the eRulemaking Program Management Office (PMO) for the benefit of the federal agencies that use them.

- The Contractor shall carry-out Agency Administrator services for all EPA Federal Docket Management System (FDMS) users. These duties include but are not limited to establishing new user accounts and user groups in FDMS and modifying, deleting, or providing assistance in accessing, existing user accounts.
- The Contractor shall produce and/or disseminate FDMS updates, alerts and other important system information to the EPA FDMS user community as such information is made available by the eRulemaking PMO.
- The Contractor shall assist EPA in ongoing testing and review of FDMS functionality, operability, and usability, as directed by the TOCOR/ATOCOR. The Contractor shall be called upon to periodically review FDMS materials and test system usability before documenting and/or briefing EPA personnel in their findings.
- The Contractor shall create, submit, and track FDMS helpdesk tickets to document technical issues experienced by EPA users in HQ program offices.

Subtask 6.2 NARA's Electronic Records Archives (ERA) and the Archives and Records Centers Information System (ARCIS)

The Electronic Records Archives (ERA) is NARA's system that allows Federal agencies to perform critical records management transactions with NARA online. Agency records management staff use ERA to draft new records retention schedules for records in any format, officially submit those schedules for approval by NARA, request the transfer of records in any format to the National Archives for accessioning or pre-accessioning, and submit electronic records for storage in the ERA electronic records repository.

ARCIS is the web-based IT system of the Federal Records Centers (FRCs) of the National Archives and Records Administration. The system is the online portal through which agencies transfer/retrieve records into/from FRC storage.

The Contractor shall serve as EPA's Agency Administrators for the National Archives and Records Administration's (NARA's) Electronic Records Archives (ERA) and the Archives and Records Centers Information System (ARCIS). Primary duties include:
- Assisting with establishing and tracking user accounts and user groups for EPA employees and appropriate Contractor support. The Contractor shall obtain approval from the TOCOR/ATOCOR for requests to create user accounts.
- Modifying, deleting, or recommending user accounts upon request.
- Maintaining a list of all EPA users of ERA and ARCIS, to the fullest extent possible.

Subtask 6.3: Enterprise Content Management System (ECMS) Program Support

The Enterprise Content Management System (ECMS) is an enterprise platform used to manage the Agency's information resources, including records, throughout their lifecycle. The ECMS platform is currently built on Documentum. The ECMS program (supported by EPA staff and a non-IMCS contracts) provides the policies, standards and tools used to capture, manage, store, preserve and deliver information Agency-wide. The primary applications deployed today on this platform include the EZ Email and EZ Desktop Records

applications and several system administration applications.

- The Contractor shall assist the ECMS program team in ongoing testing and review of ECMS functionality, operability, and usability of functions such as EZ Desktop Records, records ECMS auto-categorization, Records schedule, capture of scanned documents and Capstone implementation, as directed by the TOCOR/ATOCOR.
- The Contractor shall review ECMS materials, participate in ECMS meetings, test system usability, identify flaws/bugs, document findings, meet with ECMS PMO and Contractor staff, and brief EPA personnel, as appropriate.
- The Contractor shall periodically create, submit, and track helpdesk tickets to document each inquiry, technical issue, or user issue in ECMS.

Subtask 6.4: EPA Desktop Library

The Contractor shall provide technical support for the EPA Desktop Library Intranet portal. The technical support includes maintaining the Desktop Library Intranet website, gathering and reporting usage statistics from vendors whose services are delivered through the Desktop Library, and troubleshooting issues as reported by end users or Network librarians. The Contractor shall evaluate data from vendors to assess the use and capacity of various services provided to EPA customers and shall develop analyses, as requested by the TOCOR/ATOCOR, to support desktop services decisions. The Contractor shall provide the TOCOR/ATOCOR with a report on annual usage of Desktop Library resources each year by August 15 and as needed/requested throughout the year.

Additional Desktop Library support requirements include the following:
- Maintain electronic resources management software up to date with relevant information about each item in the collection. Updates shall be as needed or as requested by the TOCOR/ATOCOR.
- Manage database access and journal "A-Z list" on the Desktop Library Intranet site.
- Coordinate and communicate with other EPA locations to ensure that all appropriate content is available.
- Monitor electronic access to online subscriptions and work to resolve technical issues in a timely manner.
- Perform structural changes to the Desktop Library, which may include adding clickable entries as needed, adding new pages and sections previously not envisioned, or other major re-design activities.
- Coordinate resource training with vendors for both the EPA librarians and library users, as necessary.

Subtask 6.5: **Ask a Librarian Live Chat Reference Service and Frequent Questions Knowledgebase**

The Contractor shall serve as administrator and provide technical support for the Library Network's Ask a Librarian Live Chat Reference Service, a module of the Enterprise Customer Service Solution (ECSS), hosted on the Library Network's Intranet site. The

Contractor shall provide basic user training to Network library chat agents and technical support and troubleshooting to chat agents as needed. The Contractor shall monitor the live chat service regularly to identify and troubleshoot issues with the service. The Contractor shall maintain service statistics by number of chats and tickets by location and provide a monthly report.

Subtask 6.6: Library Network Systems and Resources

The Contractor shall be responsible for all aspects of support, maintenance, development, upgrading, and troubleshooting of library systems, including the Online Library System (OLS), the Library Network's National Library Catalog, and accompanying operations modules for Circulation and Serials Management.

6.6.1: Online Library Systems (OLS) Operations and Maintenance

The Contractor shall work closely the TOCOR/ATOCOR, system owners, system POCs, the OLS Work Group and librarians in the EPA National Library Network to respond to requests for assistance, to provide reports, ad-hoc requests for data, as well as training on each aspect of the OLS and other library systems and resources.

6.6.2: Library Systems Development

The Contractor shall be responsible for the design and development of new applications and the redesign and maintenance of existing applications in support of the EPA National Library Network operations. This may include database design, Web development, testing, documentation, implementation, training, day-to-day operations, data entry, security, user support, and knowledge of Section 508 regulations. The Contractor shall provide input on library resource acquisition, manage the deployment of complex library systems and participate in the development of procedures.

6.7: Resource Conservation and Recovery Act (RCRA) Databases

6.7.1 RCRA Operation and Maintenance

The Contractor shall provide management of RCRA Online, a publically-available database (https://www.epa.gov/rcra) designed to enable users to locate documents, including publications and other outreach materials that cover a wide range of RCRA-related issues and topics. This shall include, but not be limited to, operational support, systems updates and maintenance. Operational support shall include system enhancements as may be necessary to ensure reliable database operation (e.g., field name changes, screen design(s) to ensure compliance with EPA templates). System updates shall include monthly updates of the database, including the addition of new documents and removal of old documents as directed by the TOCOR/ATOCOR. All imported documents shall have a working internet link.

6.7.2 RCRA Functionality

Contractor shall track, report, and monitor issues related to functionality or technical design of RCRA Online in the course of their work. This shall include ensuring that links are working and the database continues to be compatible with the ORCR website.

6.7.3 RCRA FAQ Database Updating

The Contractor shall respond to RCRA-related questions (up to 150 per month) for which there are no answers in the FAQ database (https://waste.zendesk.com/hc/en-us). The Contractor shall access the database daily and retrieve all questions that do not require interpretation of EPA policy or are otherwise assigned. The Contractor shall supply answers to the database within two (2) business days of receipt. EPA will train the Contractor on this procedure. . All text and diagrammatic files shall be editable by the EPA and comply with EPA standards when placed in a database.

In conjunction with this activity, the contractor shall at least once a quarter review the content of the public and private answers in the FAQ database, determine which answers duplicate each other or are no longer current and create a list of those answers for the TOCOR/ATOCOR to review. After consultation with the TOCOR/ATOCOR, the contractor shall purge the duplicate and/or out-of-date answers from the database.

6.7.4 RCRA Online Infrastructure Assessment

The Contractor shall research compatible databases with the intent of the EPA replacing the current Lotus Notes-based RCRA Online platform. Provide alternative analysis with three (3) prospects for consideration for replacing the Lotus Notes database. It is anticipated the Lotus Notes platform will be decommissioned by the end of 2017. Provide recommendations with a justification for the best replacement software. Provide a cost analysis for transitioning (i.e., labor, hours and any other costs, and schedule associated with process).

6.7.5 Methods Information Communication Exchange (MICE) FAQ Support

The Contractor shall prepare a work plan outlining the approach for continuing the hotline. Upon approval of the Task Order Work Plan, the Contractor shall maintain at least weekly communication with the TOCOR/ATOCOR and provide a monthly progress report regarding the status of the work on this task.

The Contractor will use the existing EPA database to include the web portal location for new and existing FAQs under the "Test Methods" heading. This location will

initially hold 300 FAQs and responses, developed from the MICE database. Since SW-846 (Hazardous Waste Test Methods) is a living document, the questions may increase over time. The FAQ location for Test Methods should be a first level extension or the same status as the Hazardous Waste Location, in order to allow for sub-categories. Currently, the Test Methods location is a second level location. In addition, the Test Methods are should include:

- Question numbers on each page, under a specific category. This will help EPA when referring questions in the future.
- Add questions in the specified sub-categories. Some questions will appear in more than one location.
    - General – (e.g., What is SW-846? How are copies obtained? How is SW-846 is organized?)
    - QA/QC and Batch Sizes
    - Data Reporting
    - Detection and Quantitation
    - Performance Based Measurement System (PBMS) and Flexible Approach
    - Methods Innovation Rule and Method Defined Parameter (MDP)
    - Waste characteristics (e.g., Ignitability, Corrosivity, Reactivity, Toxicity) and leaching/extraction methods or Waste Characterization
    - Inorganic (Preparation and Determinative Methodology)
    - Organic Sample Preparation Methods
    - Organic Extraction Methods
    - Organic Extract Cleanup Methods
    - Immunoassay/Screening Methods
    - Preparation methods for VOCs, bomb preparation of solid waste
    - Holding time and preservation
    - Miscellaneous or Other EPA Methods
    - Air and airborne emissions sampling methods
    - MICE Service
    - Sampling
    - Status of Updates
    - EPA SW-846 Federal Register Notices
    - Resources (e.g., publications or website links (e.g., other EPA program offices)
    - Used Oil
    - Other physical and chemical test methods
- Search Capability – Keywords will be provided to enable search capability for specific questions.
- Message Box – A message box should be available for questions and identified corrections.

The Contractor shall update FAQs in the FAQ database. Updates include:
- Deleting one (1) obsolete FAQ appearing on 50 spreadsheets.
- Revise 35 FAQs with identified issues (e.g., outdated information, incorrect,

typos, additional clarification needed). They are identified on a spreadsheet and additional language to update the FAQs will be provided, as appropriate.
- Duplicate some questions (approximately 15) in the generator sections which should also appear in the test method section. EPA will provide information regarding the category in which these questions should be placed.
- EPA believes the "related topics" have nothing to do with existing questions and may be confusing to the customer. Contractor will delete all related topics within the test method questions.

TASK 7: Collection Management and Modernization

Subtask 7.1: Controlled Documents

All Controlled Unclassified Information (CUI), Confidential Business Information (CBI), FOIA Response, Offsite Consequence Analysis (OCA) materials, Personally Identifiable Information (PII), and other information that requires special handling shall be safeguarded under existing laws and regulations and as specified in TO specific guidelines.

Subtask 7.2: Inventory of Hardcopy, Digital and/or Other Collections

Upon approval from the TOCOR/ATOCOR, and in accordance with TO specifications, the Contractor shall develop and/or maintain electronic inventories of various hardcopy or digital information collections. The Contractor shall conduct the inventories in an organized manner to preserve the integrity of the collections for future action.

The Contractor may be called upon to use such inventories to inform work plans and cost estimates for potential modernization efforts that may include, but are not limited to the following activities: reviewing materials, populating databases, scanning, carrying out quality assurance, uploading, and metadata indexing.

Subtask 7.3: Circulation of Library Materials

The Contractor shall circulate library materials to library customers in accordance with Library Network policies and procedures. The Contractor shall maintain circulation statistics for retrieval, analysis, and future decision making.

Subtask 7.4: Library Collection Development and Lifecycle Management

The Contractor shall review and analyze current collections and make recommendations to EPA of relevant additions to and deletions from the collection. The Contractor shall acquire approved library materials or develop tools as specified in each task order.

Subtask 7.5: Library Collection Inventories

The Contractor shall inventory library collections as required by the Library Network Policy and Procedures.

Subtask 7.6: Organization of Information Resources and Cataloging

The Contractor shall maintain or coordinate with a service center library to maintain an accurate catalog of collection materials in applicable catalogs, in most cases OCLC and the Online Library System (OLS), in accordance with Library Network Policies and Procedures. The Contractor shall maintain, update, or enhance current cataloging tools used by the Agency in locating materials.

Subtask 7.7: Library Network Dark Archive Collection

The Contractor shall develop, manage, and maintain the EPA Headquarters non-circulating Dark Archive collection of hard copy Agency publications. The Contractor shall employ multiple methods of developing the collection to ensure that all official Agency publications are represented in the Dark Archive collection. Methods include monitoring the internal libnet Listserv messages, the Dispersal lists from other Network libraries, and the recent publications lists from the National Service Center for Environmental Publications (NSCEP). The Contractor shall ensure that materials in the Dark Archive collection are cataloged appropriately according to Task Order requirements and EPA National Library Network Cataloging Procedures.   Statistics on items cataloged for the Dark Archive shall be included in the monthly statistics report.

Subtask 7.8: Processing Library Materials for Digitization

The EPA National Library Network is engaged in an ongoing project to digitize all EPA publications. Network libraries support this project by performing the following tasks in accordance with the "Digitization Processes for EPA Libraries Procedure":
   a. Identify and prioritize EPA documents in the local collection that need to be digitized.
   b. Prepare and ship materials to the digitization contractor.
   c. Evaluate materials returned from digitization for accuracy and completeness.
   d. Prepare materials for re-shelving as needed, including rebinding, editing catalog records, or labeling.

Subtask 7.9: Serials Acquisitions

The Contractor shall arrange for the delivery of new and renewal online serials subscriptions. The Contractor will provide all related services and reports for serials acquisitions, to include:

a. Either independently or through a vendor, secure new and renewal subscriptions to a range of 5-50 online serials. Titles are dependent on current Agency needs and available budgets.
b. Work closely with the TOCOR/ATOCOR to evaluate current and new serials requested by EPA scientists and others.
c. Provide TOCOR/ATOCOR with Cost Estimates Report by February 15 that includes actual costs for all journals purchased. The report should list both the prior estimated cost, plus the actual cost.
d. Provide proof of payment as requested by TOCOR/ATOCOR.
e. Handle all correspondence and communication related to the acquisition and delivery of serials content.
f. Address cancellations of serials content as determined by the TOCOR/ATOCOR and according to individual publisher guidelines.
g. Capture usage statistics on all purchased serials to the TOCOR/ATOCOR on a quarterly basis.
h. No later than September 1, provide TOCOR/ATOCOR with a Cost Estimates Report. This report will include cost estimates for new and renewal subscriptions for the following year based on title lists and wish lists provided by the TOCOR/ATOCOR. Report should include any service fees and overhead. This report is to be used for determination of the addition of new titles and subscription renewals. It is understood that some publishers do not make their pricing available in a suitable timeframe for the federal government budgeting cycle, therefore reasonable estimates based on market value are acceptable.
i. No later than September 1, submit an up-to-date Cost-Per-Use report listing serial titles, publishers, current subscription year costs, the prior twelve months of usage statistics, and cost-per use calculations.

TASK 8: Records Management

Subtask 8.1: Retention of EPA Records and Information Products

Retention schedules for EPA Records and other information products shall be updated, reviewed, revised, maintained and implemented per Agency policies, procedures, and TO specific guidelines or TOCOR/ATOCOR direction.

Subtask 8.2: Records Collection Maintenance

From receipt through disposition, all records shall be maintained, organized, indexed, tracked and made easily accessible. Records inventories shall be conducted and organizational file plans shall be created and maintained according to Agency and the National Archives Records Administration (NARA) policies as specified by individual TO requirements.

8.2.1: FDMS Records Module Phase I

The Contractor shall assist in the implementation of the FDMS records module as directed by the TOCOR/ATOCOR. During Phase I, the Contractor shall, in accordance with direction from the TOCOR/ATOCOR, provide input and assistance during testing and implementation of the module, develop training materials for the EPA user community, and carry out special one-time actions to mass-declare and set retention on records currently in the system.

8.2.2: FDMS Records Module Phase II

Upon implementation of Phase II, the Contractor shall maintain records contained within FDMS and other Docket Center repositories as the official Agency records for those docketed actions. The Contractor shall serve as FDMS Records Managers for EPA, work cooperatively with records contacts and docket owners, and perform approved records retention and disposition actions as described in the Procedures for Electronic Management of Rulemaking and Other Docketed Records in the Federal Docket Management System and the Docket Center Records Management SOP.

Subtask 8.3: Safe Storage and Retrieval

All record collections shall be safely maintained in accordance with records management best practices. The TOCOR/ATOCOR shall be immediately notified in writing by the Contractor if a weakness in storage is detected. The contractor shall be responsible for oversight of records transfers to and from the Federal Records Centers (FRCs) according to Agency and NARA guidelines.

Subtask 8.4: Electronic Documents and Tracking

An internal up-to-date tracking system shall be updated and maintained, by the contractor, to track and securely store electronic documents as specified by individual TO requirements.

8.4.1: Records, Information and Other Tracking

The contractor shall support initiatives, as described in TO PWSs and as directed by the TOCOR/ATOCOR to help the Agency move toward electronic recordkeeping. The Contractor may be required to use, maintain, or assist in the development of, appropriate storage and tracking systems.

8.4.2: Management of Non-FDMS Docket Records

As directed by the TOCOR/ATOCOR, the Contractor shall digitize and transfer physical materials to FDMS or other specified system for record keeping purposes. The Contractor shall populate and maintain a tracking system to record the status

and whereabouts of all electronic and hardcopy materials in non-FDMS repositories. The tracking system shall be used to ensure, as described in the Docket Center Records Management SOP, that all records actions applied to FDMS docket records are also applied to their corresponding hardcopy and non-FDMS electronic materials.

Subtask 8.5: Communication

The Contractor shall assist, per TOCOR/ATOCOR direction, with the generation and distribution of information and guidance, and with the development, review, and implementation of trainings, to assist Agency users in the management of their records.

Subtask 8.6: Digitization of Records

The Contractor shall provide services to complete scanning of agency paper records into digital format, per agency Digitization Procedures and Standards. Work to include:
- Determine Records Status and Digitization Candidacy
- Assess Quality and Context, and Determine Whether Duplicate Documents Exist
- Establish and Track Custody
- Identify Special Handling Concerns and Requirements
- Perform Preliminary Cataloguing and Indexing of Document
- Prepare Document for Digitization
- Digitize (Scan) the Document Including Optical Character Recognition (OCR) of Textual Documents
- Verify and Perform Quality Assurance (QA)
- Release to Production Environment

TASK 9: Docket Workflow

The Contractor shall serve as the Docket Center staff and shall facilitate the Agency's process of creating, developing, and posting dockets as outlined in the FDMS User Guide for Docket Managers and the Document Processing SOP. Major components of that process include the following:

Subtask 9.1: Docket Management

- The Contractor shall create dockets in FDMS and return notice of the resulting docket ID(s) to the requestor within two (2) business days of receipt of a new Docket Creation Request Form.
- The Contractor shall assist docket owners in basic docket organizations and the management of docket phases.
- The Contractor shall enter or augment docket level metadata. This task is referred to as metadata indexing.

- The Contractor shall post dockets to Regulations.gov in conjunction with the publication of associated *Federal Register* (FR) notices or according to direction provided on a posting memo.

Subtask 9.2: Document Processing

The Contractor shall provide support in managing and processing three primary types of documents which constitute the main components of a docket.

9.2.1 Supporting Documents

Generally, supporting documents are initially uploaded into a FDMS docket by the docket owner before being processed and posted by Docket Center staff. These processing steps include, but are not limited to the following:

- Rudimentary metadata created by the docket owner in FDMS is reviewed and augmented as necessary per the Docket Center Metadata Guide.
- Metadata is reviewed by another member of the Docket Center staff as part of a quality assurance (QA) process.
- If the Contractor notices items that appear to be incomplete, incorrect, or misplaced, they may contact the docket owner to confirm their intent or ask for assistance in making a correction.
- While working on supporting documents for inclusion into dockets for the Office of Pesticide Programs (OPP), the Contractor shall coordinate with the OPP TOCOR/ATOCOR to ensure materials undergo a review for Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) confidential business information (CBI) before publication. This process is detailed in the OPP Docketing Manual.

9.2.2 Comments

- The Contractor shall receive comments made on EPA dockets via post, email, fax, Regulations.gov Web form, or EPA authorized Application Programming Interfaces (APIs).
- The Contractor shall sort email comments received according to procedures outlined in the Document Processing SOP for each media format. Comments received in hard copy or fax format shall be reviewed and sorted by hand. Comments received in electronic format may be processed using software to identify mass-mail campaigns as described in the Document Processing SOP and/or Equivio Guide guides.
- All unique comments as well as a representative sample from each mass-mail campaign shall be scanned (if hardcopy), uploaded into FDMS (for scanned, email, and physical electronic submissions), and metadata indexed before being posted to Regualtions.gov.
- A running tally of unposted duplicate or near-duplicate comments for each mass-mail campaign shall be maintained and made visible to the public on

the Regualtions.gov entry for the representative sample. Unposted copies shall be stored as records per the Docket Center's Records SOP.

- All scanned comments shall receive 100% QA. The Contractor shall re-scan documents when required to meet quality controls set-out in the Docket Center's Scanning Guide.
- Metadata indexing and the quality assurance of that indexing shall occur as prescribed in the Document Processing SOP and Metadata Guides.

9.2.3 *Federal Register* Notices and Posting Memos

EPA posts notices in the *Federal Register* (FR) to announce and explain its actions. Whenever a FR notice is published, a copy is transmitted to EPA through the FDMS FR feed. The publication of an FR Notice is typically used as a trigger, letting Docket Center staff know when they should post the related docket materials to Regulations.gov.

- The contractor shall move *Federal Register* notices into the proper dockets within two (2) hours of their issuance through the FDMS *Federal Register* feed.
- In instances where the docket owner has requested that posting occur based on a posting memo, instead of a *Federal Register* notice, the Contractor will post the memo and associated docket materials on the date indicated in the memo.
- The Contractor shall assist in the management of EPA FR notices that are not associated with dockets per the Document Management and Records Management SOPs.

9.2.4 Special Considerations and Handling

- All documents shall be screened for copyright restricted materials as part of the QA process. Documents found to contain copyright information that is not properly cleared for public distribution shall be withheld from view on Regualtions.gov and may not be disseminated via the Web or email.
- The submitter of documents to a docket, not the Contractor, is responsible for ensuring that the materials do not contain Confidential Business Information (CBI). However, if the Contractor notices that any comments or supporting documents appear to contain CBI, they shall be secured and forwarded to EPA staff related to that docket according to procedures described in the Document Processing SOP.
- Comments received shall be reviewed and handled by the Contractor in accordance with EPA's stated Commenting Rules and Restrictions.
- When prompted to do so by a properly authorized Withdraw/Undeclare Form, the Contractor shall withdraw previously published documents from view on Regulations.gov.

Task 10: Library Services for the Office of General Counsel Law Library

The Contractor shall provide professional library services to the Office of General Counsel (OGC) Law Library. The OGC Law Library is located at EPA Headquarters within the Office of General Counsel, Resource Management Office. The Law Library supports OGC in achieving its mission of providing EPA with litigation and legal counseling services that are critical to the Agency's environmental mission and statutory mandates.

The location of the OGC Law Library is:
William Jefferson Clinton North Building
Room 1315
1200 Pennsylvania Avenue, NW
Washington, DC 20460

The Contractor shall staff the OGC Law Library twenty-seven (27) hours per week as follows:
Monday – Thursday: 9:30 am – 4:00 pm
Friday: 9:00 am – 12:00 pm

In addition to the subtasks included here, the Contractor shall perform the following tasks as described above, modified for the specific needs of the OGC Library and staff.
Subtask 1.1 Reporting
Subtask 1.2 Events and Meetings
Subtask 1.3 Network Coordination
Subtask 2.1 Review and revise Standard Operating Procedures (SOPs), Manual and Guides
Task 4 Presentations and Trainings
Subtask 5.1 Onsite Operations
Subtask 5.2 Customer Service Feedback
Subtask 5.3 Interlibrary Loan and Document Delivery
Subtask 5.4 Reference and Research Support Services
Subtask 7.1 Controlled Correspondence
Subtask 7.2 Circulation
Subtask 7.3 Collection Development and Lifecycle Management
Subtask 7.4 Library Collection Inventories
Subtask 7.5 Organization of Information Resources and Cataloging
Subtask 7.7 Processing Materials for Digitization above

Subtask 10.1: Alerting Services for OGC Staff

The Contractor shall provide daily, weekly, or ad hoc news alerts containing selected articles from relevant resources such as Bloomberg BNA Daily Environment Report, Inside EPA, Greenwire, LexisNexis, CourtLink, PACER, ScienceDirect, and/or Google. News alerts are related to various legal and environmental categories, including, but not limited to, Air and Radiation, Congressional Oversight, Cross-Cutting Issues, International Environmental Law, Pesticides and Toxic Substances, Solid Waste and Emergency Response, Water,

Environmental Justice, Environmental Appeals Board, Hydraulic Fracturing, and any new lawsuits filed against the Agency.

Subtask 10.2: Manage Online Resources for OGC Staff

The Contractor shall manage LexisNexis IDs for OGC attorneys, paralegals, law clerks, and other Network librarians using the LexisNexis Power Invoice database.

Subtask 10.3: Loose-Leaf Filing

The Contractor shall update legal research treatises and sets by filing loose-leaf pages, pocket parts, pamphlets, and new volumes received from the publishers.

Subtask 10.4: Processing of Mail

The Contractor shall open and process all incoming library mail. The Contractor shall check in subscription items received both electronically and in print using the Serials Management module of the Online Library System (OLS) and prepare collection materials for shelving or routing. The Contractor shall forward all subscription renewal notices and invoices to the Director of the OGC Resource Management Office.

Task 11: Library Services for the Environmental Science Center Library at Fort Meade

The Contractor shall provide professional library services for EPA's Environmental Science Center Library at Fort Meade (Fort Meade Library). The Fort Meade Library is located at the Environmental Science Center building on the grounds of Fort Meade, Maryland, and primarily serves the Region 3 staff. The library is also used by staff from other EPA organizations located in that building and is accessible to the public by appointment.

The location of the Fort Meade Library is:
    701 Mapes Road
    Fort Meade, MD 20755-5350

The Contractor shall provide access to the Environmental Science Center Library at Fort Meade twenty-four hours per week over four (4) days as follows:
    Monday – Thursday: 9:30 am – 12:30 pm and 1:00 -4:00 pm
    Friday: Closed to staff and public

The Fort Meade contractor librarian shall spend the remaining work hours on performing tasks remotely for the Headquarters and Chemical Libraries.

The Contractor shall perform the following tasks as described above, modified for the specific needs of the Fort Meade Library and staff.
    Subtask 1.1 Reporting

Subtask 1.3 Network Coordination
Subtask 2.1 Review and revise Standard Operating Procedures (SOPs), Manual and Guides
Subtask 5.1 Onsite Operations
Subtask 5.2 Customer Service Feedback
Subtask 5.3 Interlibrary Loan and Document Delivery
Subtask 5.4 Reference and Research Support Services
Subtask 7.2 Circulation
Subtask 7.3 Collection Development and Lifecycle Management
Subtask 7.4 Library Collection Inventories
Subtask 7.7 Processing Materials for Digitization above

The Region 3 Library's contractor staff shall provide additional support services, including in-depth research, Interlibrary Loan/Document Delivery, and cataloging. The Fort Meade Contractor shall facilitate requests for these services with the Region 3 Library staff. All services shall be provided in accordance with established EPA National Library Network procedures.

TASK 12: Freedom of Information Act (FOIA) Support Services

Subtask 12.1: Analysis of FOIA Requests

The contractor shall perform a thorough analysis and evaluation of the FOIA request to determine if it is a proper request, if clarification is necessary and where the request should be assigned within the organization. The following objectives are to be achieved:

- Enter request data in the FOIA tracking database.
- Recommend actions on FOIA requests, including appropriateness of fee waiver and expedited processing requests.
- Draft appropriate correspondence for TOCOR/ATOCOR review and approval.

Subtask 12.2: Review and Redaction of Records for FOIA Responses

The contractor shall prepare records for release, including both manual and electronic redaction of materials to be withheld and duplicating materials as necessary. The contractor shall also:

- Ensure released materials do not contain information exempted under applicable statutes.
- Review disclosure or privacy related documents and recommend appropriate action.
- Provide periodic reports on FOIA processing, as directed by the TOCOR/ATOCOR.
- Provide support services relating to FOIA processing; including but not limited to the answering and routing of incoming calls; photocopying; preparing memoranda and letters; and scanning

documents for electronic use.

Subtask 12.3: Prepare FOIA Correspondence

The contractor shall prepare correspondence necessary to respond to FOIA requests and provide same for TOCOR/ATOCOR review.

Subtask 12.4: Metadata Tagging Training

The contractor shall develop a training to include Enterprise Information Management (EIM) Minimum Metadata Standards.

Subtask 12.5: Develop FOIA Search Terms for Electronic Services

The Contractor shall review FOIA and other requests to identify search terms that can be used in executing electronic searches relative to FOIA.

TASK 13: Security

Subtask 13.1: Access

The Contractor shall maintain data, system, and equipment access controls according to EPA security and privacy policies.

Subtask 13.2: System and Equipment Failure

The Contractor will have access to EPA systems and equipment for the purpose of conducting their onsite work. These systems include, but are not limited to, Local Area Network (LAN), telecommunications systems, Internet, and email services. In the case of system failure, the Contractor shall report the system failure to the appropriate personnel.

Subtask 13.3: Preservation of Records

The contractor shall prevent unlawful or accidental, removal, defacing, alteration or destruction of records.

TASK 14: Transition

The Contractor shall develop and then execute a plan to transfer all historic data, work, hardware warranties, software licenses, business and technical documentation, and software from the incumbent contractor to the succeeding government entity or contractor within the final 120 days of the awarded contract period.

- The Contractor shall submit a 120 day phase-out plan to the TOCOR/ATOCOR at least two months prior to the beginning of the transition period.
- Any revisions to the plan requested by the TOCOR/ATOCOR shall be made within 10 business days.
- The Contractor shall include a schedule for transfer of work, documentation, and software from the incumbent contractor to the succeeding government entity or contractor.
- The Contractor shall transfer all hardware warranties and software licenses (if applicable).
- The Contractor shall transfer all business and/or technical documentation.
- The Contractor shall disposition contractor purchased government owned assets, including but not limited to, equipment, furniture, phones, and computers.
- The Contractor shall transfer all Government Furnished Equipment (GFE) and Government Furnished Information (GFI) and provide GFE inventory management assistance.
- The Contractor shall turn over all government keys, ID/access cards and security codes.
- The Contractor shall ensure that no significant disruptions to user services and support occur during the transition period.
- The Contractor shall meet with the TOCOR/ATOCOR within the last five (5) business days of the period of performance.

6. SPECIAL TECHNICAL REQUIREMENTS

6.1 Writing Standards

All written products or deliverables shall correspond with a minimum 8th grade reading/writing level following the Associated Press Stylebook and EPA Writing Guide. All statistical and other technical terminology shall not be used without providing a glossary of terms.

6.2 FOIA Requests

The National FOIA Office assigns incoming FOIA requests to the appropriate program office. Any FOIA request directed to the program office shall be responded to as directed. The contractor may be requested to provide support for incoming FOIA requests.

6.3 Personnel

6.3.1 Program Manager Responsibility and Availability

The Contractor Program Manager shall be responsible for the day-to-day operations of their respective TO duties. This includes supervision, quality control, and interaction with the TOCOR/ATOCOR and customers. The Program Manager shall designate a stand-in Program Manager in the event that he/she is not available during normal business hours. The stand-in Program Manager shall be available to assist on all contractual matters, as directed by the TOCOR/ATOCOR.

6.3.2 Collaboration with other Contractors

The Contractor is responsible for recommending the periodic use of subcontractors when specialized assistance is needed to meet TO requirements. Any subcontracting work requires prior approval from the CO. The Contractor shall work cooperatively and collaboratively with subcontractors that are selected to operate TO specific tasks. The Contractor shall report to the TOCOR/ATOCOR any issues that arise from collaborating with subcontractors.

6.4 Knowledge and Training

6.4.1 Knowledge

The Contractor shall be knowledgeable of the information lifecycle processes and understand how to manage information and records derived from multiple sources (potentially including mobile devices and Web interfaces) in a variety of formats (e.g. data, paper documents, electronic documents, audio, social business, video, microfiche, and microfilm). The Contractor shall have experience in both information intake (i.e. capturing, managing, preserving, and storing) and output (i.e. making it accessible and/or delivering it to the customers in a quick and efficient manner). The Contractor shall also be required to develop a working level understanding of hardware and software used on their TO, be capable of cooperating with EPA specialists to offer litigation and FOIA support, and demonstrate a general understanding of relevant EPA and federal regulations and policies.

6.4.2 Training/ Technical Competency

The Contractor shall ensure that all contract staff complete EPA required trainings and provide the documentation to the TOCOR/ATOCOR. The Contractor shall also complete the necessary trainings required by the TO subject area.

Required EPA training includes, but is not limited to:
- Information Security Awareness

6.5 Certifications

6.5.1 Docket Center: Required Certifications

- Contract staff that work in the Docket Center may be required to provide customers access to Off-Site Consequence Analysis (OCA) material. Contractors may be required to become certified to handle OCA material.

- Contract staff that work in the Docket Center may occasionally come into contact with Toxic Substances Control Act (TSCA) or Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) confidential business information (CBI). Contractors may be required to become TSCA or FIFRA certified.

6.5.2 Records Management: Required Certifications

- Contract staff that work with EPA records may come into contact with CBI. Contractors shall be certified to handle CBI materials and are expected to manage these records appropriately.

- To properly understand records and how they should be managed, Contract staff shall take Records Management training as well as Enterprise Content Management System (ECMS), Superfund Enterprise Management Systems - Records Management (SEMS-RM), or other approved records systems trainings as appropriate. Selected staff may also be required to become certified ECMS Administrators.

- Contract staff shall be knowledgeable and support customers with the use of ECMS and other relevant IT systems including but not limited to: Superfund Enterprise Management System-Records Management (SEMS-RM), Superfund Enterprise Management System-Site Management (SEMS-SM), Relativity modules licensed for EPA staff use (potentially requiring Contractor staff to become Relativity Collection Administrators), Adobe Digital Cloud, and Equivio.

- It is strongly recommended, but not required, that Contractor staff hold the Certificate of Federal Records Management Training from the National Archives and Records Administration (NARA).

6.5.3 Libraries: Required Certifications

- Each Network library shall be staffed by at least one experienced, professional librarian with a Master's degree in Library and/or Information Science, unless a prior exemption is granted.

- Contract staff that work in the Library Network may be required to provide customers access to Off-Site Consequence Analysis (OCA) material. Contractors may be required to become certified to handle OCA material.

6.6 Background Investigations

The Contractor shall comply with EPA's Personnel Security in all steps to accomplish background investigations. All Contractor staff must pass background checks before commencing work on this contract.

6.7 Telework

Teleworking privileges shall be granted under special circumstances as defined in each TO PWS or by technical direction from the TOCOR/ATOCOR provided technical direction. The Contractor shall submit a list of all staff that wish to telework for TOCOR/ATOCOR approval.

7. TRAVEL

The Contractor may be required to travel to other offices, relevant conferences, or EPA sponsored training as directed by the TOCOR/ATOCOR.

8. GOVERNMENT ACCEPTANCE PERIOD

The TOCOR/ATOCOR will review deliverables and/or performance prior to acceptance. The criteria for acceptance will be provided in the Task Order Performance Work Statement. The TOCOR/ATOCOR will have the right to reject or require correction of any deficiencies found in the deliverables that do not meet the requirements of the Task Order Performance Work Statement or the Contractor's accepted proposal for each task order. In the event of a rejected deliverable, the Contractor will be notified in writing by the TOCOR/ATOCOR of the specific reasons for rejection and provided instructions for correction and resubmission.

9. MANAGEMENT CONTROLS

The following management controls are intended to ensure that Agency officials remain accountable, retain control over the Contractor's final work product and ensure that the Contractor's services do not place EPA in a vulnerable position. The TOCOR/ATOCOR is responsible for assuring compliance.

- Work may or may not be off-site, depending on each TO.

- The TOCOR/ATOCOR will monitor the deliverable schedule and review the deliverables to ensure that the content and quality are responsive to the requirements of the PWS. Under this contract, the TOCOR/ATOCOR may not provide technical direction to the Contractor which would affect the overall scope of the contract or TO or the level of effort without consulting with the contract COR (if applicable) and CO. Technical communication between the TOCOR/ATOCOR and Contractor for the purpose of clarification or preliminary advisement of issues or problems is permissible. Deliverables will be requested through technical direction.

- The Contractor shall submit all deliverables and documents for publication to the TOCOR/ATOCOR prior to public release, if applicable.

- Contractors shall clearly identify themselves as an EPA contractor when acting in fulfillment of this contract. While working onsite or meeting with federal employees, contractors shall wear or display government issued identification designating them as such. Contractors shall be excluded from sensitive Agency discussions related to policy, enforcement, legal matters, and procurements.

- EPA shall be mentioned as the funding source in publications and other distributed final work products that arise from this contract.

10. QUALITY ASSURANCE

Quality assurance for services and/or supplies shall be conducted in accordance with the Contractor's existing quality assurance processes prior to tender of deliverables for Government review and acceptance.

11. QUALITY ASSURANCE SURVEILLANCE PLAN

In order to ensure the quality of work performed under this contract, the EPA will use a Quality Assurance Surveillance Plan (QASP), as described in Attachment 2.

12. GOVERNMENT ACRONYMS

ALA: American Library Association
ARCIS: Archives and Records Center Information Systems
ATOCOR: Alternate Task Order Contract Officer's Representative
AWBERC: Andrew W. Breidenbach Environmental Research Center
CBI: Confidential Business Information
CO: Contracting Officer
COR: Contracting Officer's Representative
CUI: Controlled Unclassified Information
DC: Docket Center
ECMS: Enterprise Content Management System
ERA: Electronic Records Archives
FDMS: Federal Docket Management System
FIFRA: Federal Insecticide, Fungicide and Rodenticide Act
FOIA: Freedom of Information Act
FR: Federal Register
FRC: Federal Records Center
Government Furnished Equipment (GFE)
Government Furnished Information (GFI)
IH: IRIS Hotline
ILL: Interlibrary Loan
IM/IT: Information Management/ Information Technology
IRIS: Integrated Risk Information System
MICE: Methods Information Communication Exchange
NARA: National Archives and Records Administration
NSCEP: National Service Center for Environmental Publications
OCA: Offsite Consequence Analysis
OCLC: This is not an acronym; it is the name of the organization.

OEI: Office of Environmental Information
OLS: Online Library System
PII: Personally Identifiable Information
PMO: Program Management Office
PWS: Performance Work Statement
QA: Quality Assurance
SEMS-RM: Superfund Enterprise Content Management-Records Management
SEMS-SM: Superfund Enterprise Content Management- Site Management
SOP: Standard Operating Procedures
TD: Technical Directive
TO: Task Order
TOCOR: Task Order Contracting Officer's Representative
TSCA: Toxic Substances Control Act
WebCMS: Web Content Management System